



## OPERATIONAL MEMO

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<b>TITLE:</b>	<b>COVID-19 GUIDANCE FOR NEMT PROVIDERS</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>MAY 11, 2020</b>
<b>DIVISION AND OFFICE:</b>	<b>BENEFITS &amp; SERVICES, HEALTH PROGRAMS OFFICE</b>
<b>PROGRAM AREA:</b>	<b>NON-EMERGENT MEDICAL TRANSPORTATION (NEMT)</b>
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<b>APPROVED BY: RACHEL ENTRICAN</b>	

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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **Purpose and Audience:**

This Operational Memo is for county administrators, and any State Designated Entity, or contractor who administers the Nonemergent Medical Transportation (NEMT) benefit, as well as transportation providers who operate vehicles under NEMT.

The purpose of this memo is to make transportation providers aware of new requirements to prevent the spread of COVID-19 and protect the health and safety of Health First Colorado members.

### **Information:**

On April 17, 2020, Governor Jared Polis issued [Executive Order D 2020 039](#), requiring workers at critical businesses to wear medical or non-medical cloth face coverings that cover their mouth and nose while at work and serving the public, except where doing so would inhibit your health, and to wear gloves (if gloves are provided by an employer) when in contact with customers or goods.

Non-Emergent Medical Transportation (NEMT) is transportation to and from covered non-emergency medical appointments or services. NEMT is only available when a Health First

Colorado member has no other means of transportation. In order to prevent the spread of COVID-19 to those who may be at increased risk, the Department is implementing temporary requirements for NEMT providers:

- NEMT drivers shall wear face coverings that meet the [recommendations](#) set forth by the CDC.
- NEMT rides shall be limited to one member per vehicle. In order to comply with social distancing requirements and limit the spread of the virus, providers should only transport one member per ride. An exception to this requirement exists if the member requires an escort.
- NEMT Drivers shall use disinfectant wipes on areas and objects in the vehicle that may have come into contact by previous riders prior to picking up any subsequent ride.
- NEMT Drivers shall follow these basic hygienic steps to mitigate the risk to themselves and members.
  - Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - Avoid close contact with people who are sick.
  - Avoid touching your eyes, nose, and mouth.
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
  - Clean and disinfect frequently touched objects and surfaces using a household cleaning spray or wipe.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60 percent alcohol.
- In addition, by taking the below necessary precautions/steps, we can also help eliminate the spread of the virus and ensure the well-being of members.
  - Have tissues available in vehicles for drivers and/or passengers.

- Have hand sanitizer available in vehicles.

Stay Informed:

Stay up to date with the latest guidance on preventing COVID-19 by visiting the following websites:

Colorado Department of Public Health and Environment's COVID-19 website:

<https://covid19.colorado.gov/>

Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

**Attachment(s):**

Executive Order D 2020 039 Masks

**Department Contact:**

Ryan Dwyer | [NEMT@State.co.us](mailto:NEMT@State.co.us)